



Sådan bliver du ITIL® Master

Indhold af webinarret

Velkommen

- "Master" gennem årene

ITIL 4 Certification Scheme

- Hvordan bliver du ITIL Master
- De 3 designations
- Hvordan bliver du IKKE Master

Anbefalet rækkefølge

- Forudsætninger



”Master” gennem årene

ITIL® – IT Infrastructure Library historie

80's	2001	2007
ITIL v1	ITIL v2	ITIL v3
Change management, help desk management, software distribution and control, contingency planning, capacity management, availability management, cost management etc.	Service Support/ Service Delivery Financial Management for IT Services, IT Service Continuity Management, Capacity Management, Availability Management, Service Level Management, Service Desk and Incident Management, Problem Management, Change Management, Release Management, Configuration	Service Strategy: Service Portfolio Management, Financial Management for IT Services, Demand Management Service Design: Service Catalog Management, Service Level Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Supplier

**ITIL V1:
Individuelle
certificeringer**

**ITIL v2:
Foundation
Practitioner "bundles"
Service Manager
(Service Support/
Service Delivery)**

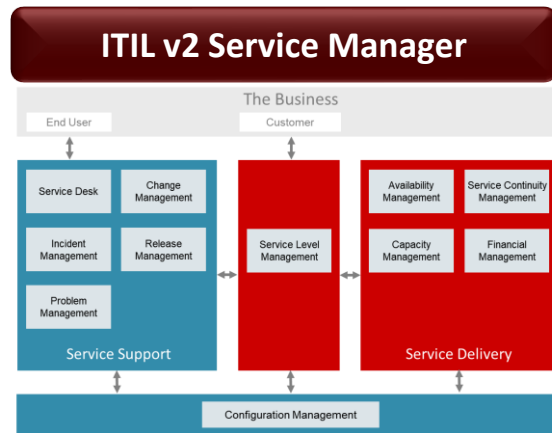
**ITIL v3:
Foundation
Lifecycle
Capability
Expert
"Practitioner" (!)
Master**

- Lifecycle og Capability: Svært at vælge
- Expert: Rent teori-forløb
- Master: Uopnåeligt
- "Practitioner" var nærmest ukendt – og HELT anderledes end ITIL V2 Practitioner

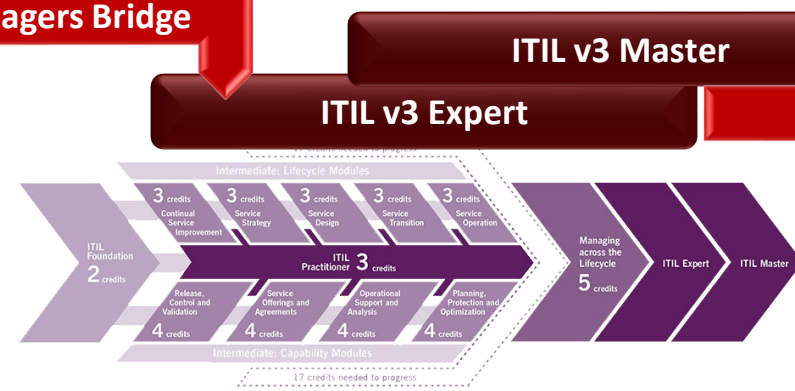
Og så var der alle Bridge-kurserne

- ITIL v2-v3 Foundation Bridge
- ITIL v3-4 Foundation "Bridge"

Capability modules	Disciplines covered	Version 2 Practitioners	Credits
Planning, Protection & Optimisation (4 credits)	Capacity management Availability management IT service continuity management Information security management Demand management Risk management	IT service continuity management	4 Credits
Service, Offerings & Agreements (4 credits)	Service Portfolio management Service Level Management Service Catalogue Management Demand Management Supplier Management Financial Management	Availability management Capacity management	
Release Control & Validation (4 credits)	Change management Service release and deployment management Service validation and testing Service asset and configuration management Knowledge management Request fulfillment Service evaluation	Service level management Financial management	6 Credits
Operational Support & Analysis (4 credits)	Event management Incident management Request fulfillment Problem management Access management Service Desk Technical management IT Operations management Applications management	Change management Configuration management Release management	
		Service desk and incident management	4 Credits
		Problem management	



Managers Bridge



Managing Professional Transition



ITIL® – IT Infrastructure Library historie

80's	2001	2007	2019
ITIL v1	ITIL v2	ITIL v3	ITIL 4
Change management, help desk management, software distribution and control, contingency planning, capacity management, availability management, cost management etc.	Service Support/ Service Delivery Financial Management for IT Services, IT Service Continuity Management, Capacity Management, Availability Management, Service Level Management, Service Desk and Incident Management, Problem Management, Change Management, Release Management, Configuration Management	Service Strategy: Service Portfolio Management, Financial Management for IT Services, Demand Management Service Design: Service Catalog Management, Service Level Management, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Supplier Management Service Transition: Transition Planning and Support, Change Management, Service Asset and Configuration Management, Release and Deployment Management, Knowledge Management Service Operation: Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management Continual Improvement: Continual Service Improvement (CSI), Service Measurement, Reporting, Seven-Step Improvement Process	Architecture Management, Continual Improvement, Information Security Management, Knowledge Management, Measurement & Reporting, Organisational Change Management, Portfolio Management, Project Management, Relationship Management, Risk Management, Service Financial Management, Strategic Management, Supplier Management, Business Management, Management, Monitoring and Reporting, Problem Management, Service Management, Service Measurement, Reporting, Seven-Step Improvement Process, and Planning, Development and Management.

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Service Manager
(Service Support/
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ITIL v3:
Foundation
Lifecycle
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Expert
"Practitioner" (!)
Master

ITIL 4
Lad os kigge nærmere
på mulighederne 😊

ITIL® – IT Infrastructure Library historie

2019

ITIL 4

Architecture Management, Continual Improvement, Information Security Management, Knowledge Management, Measurement & Reporting, Organisational Change Management, Portfolio Management, Project Management, Relationship Management, Risk Management, Service Financial Management, Strategy Management, Supplier Management, Workforce & Talent Management, Availability Management, Business Analysis, Capacity & Performance Management, Change Enablement, Incident Management, IT Asset Management, Monitoring and Event Management, Problem Management, Release Management, Service Catalogue Management, Service Configuration Management, Service Continuity Management, Service Design, Service Desk, Service Level Management, Service Request Management, Service Validation & Testing, Deployment Management, Infrastructure and Platform Management, Software Development and Management.

ITIL 4

**Lad os kigge nærmere
på mulighederne 😊**

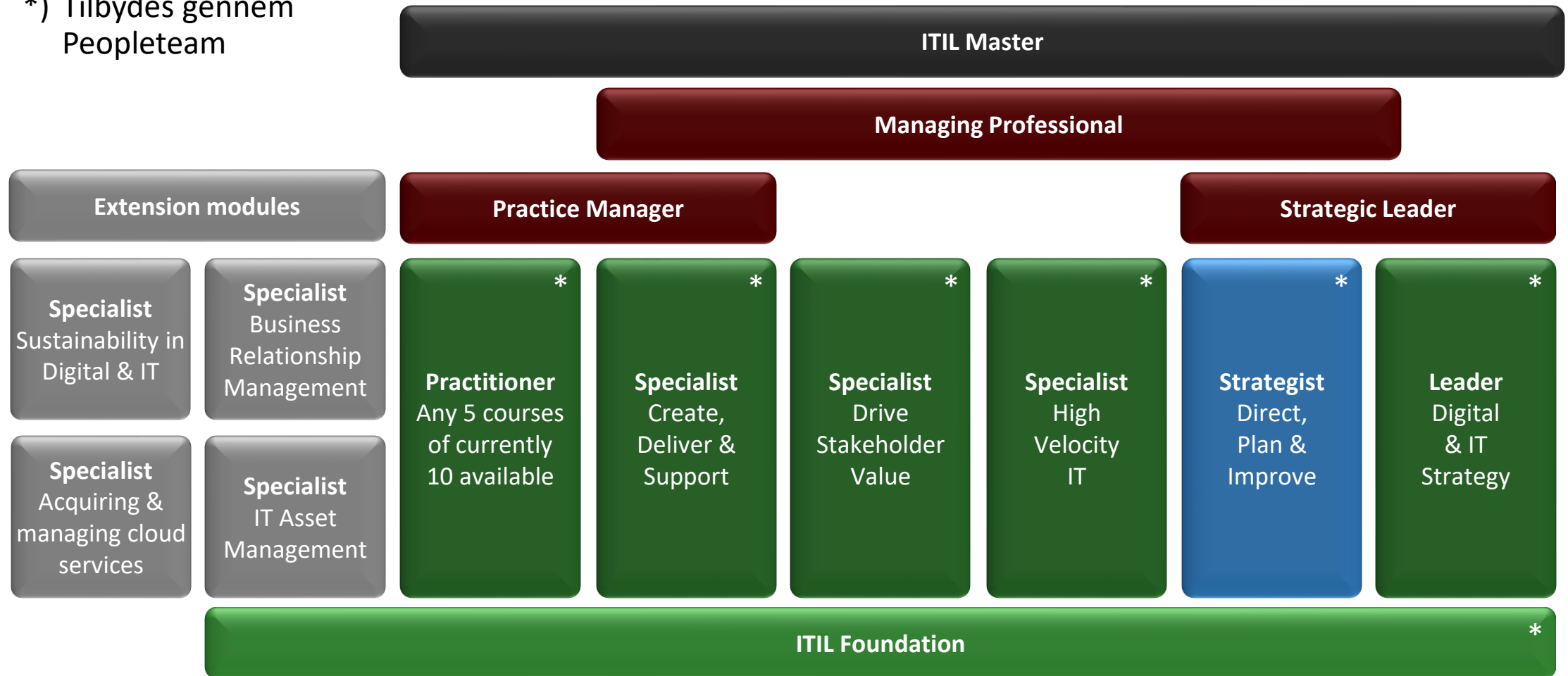


ITIL 4 Certification Scheme

Som det ser ud i skrivende stund

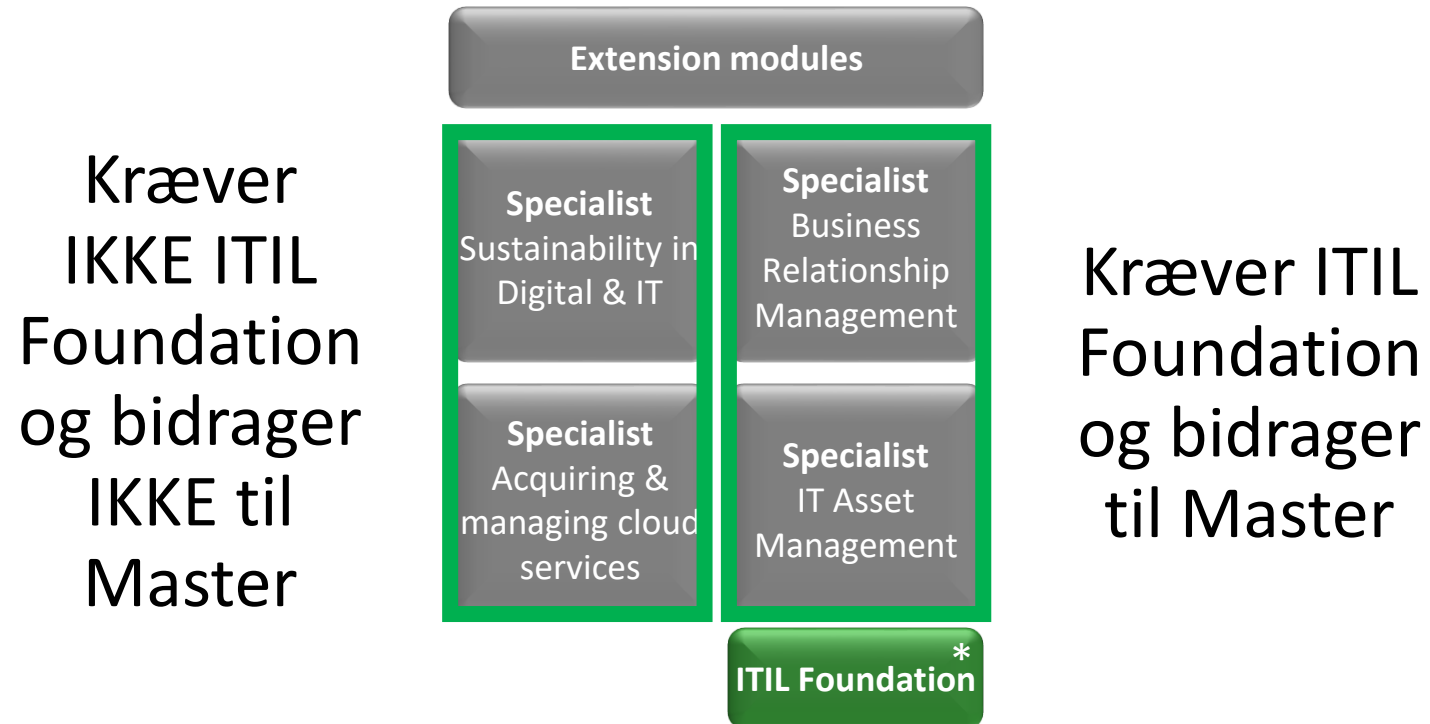
ITIL® certification scheme – det store billede

*) Tilbydes gennem
Peopleteam



Hvordan bliver du IKKE Master?

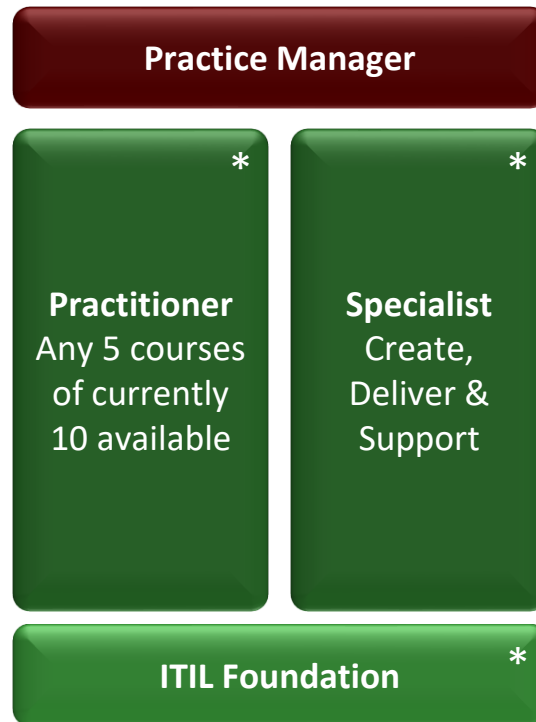
Kun nogle Extension Modules bidrager til ITIL-titler



Hvert kursus følges af en bog

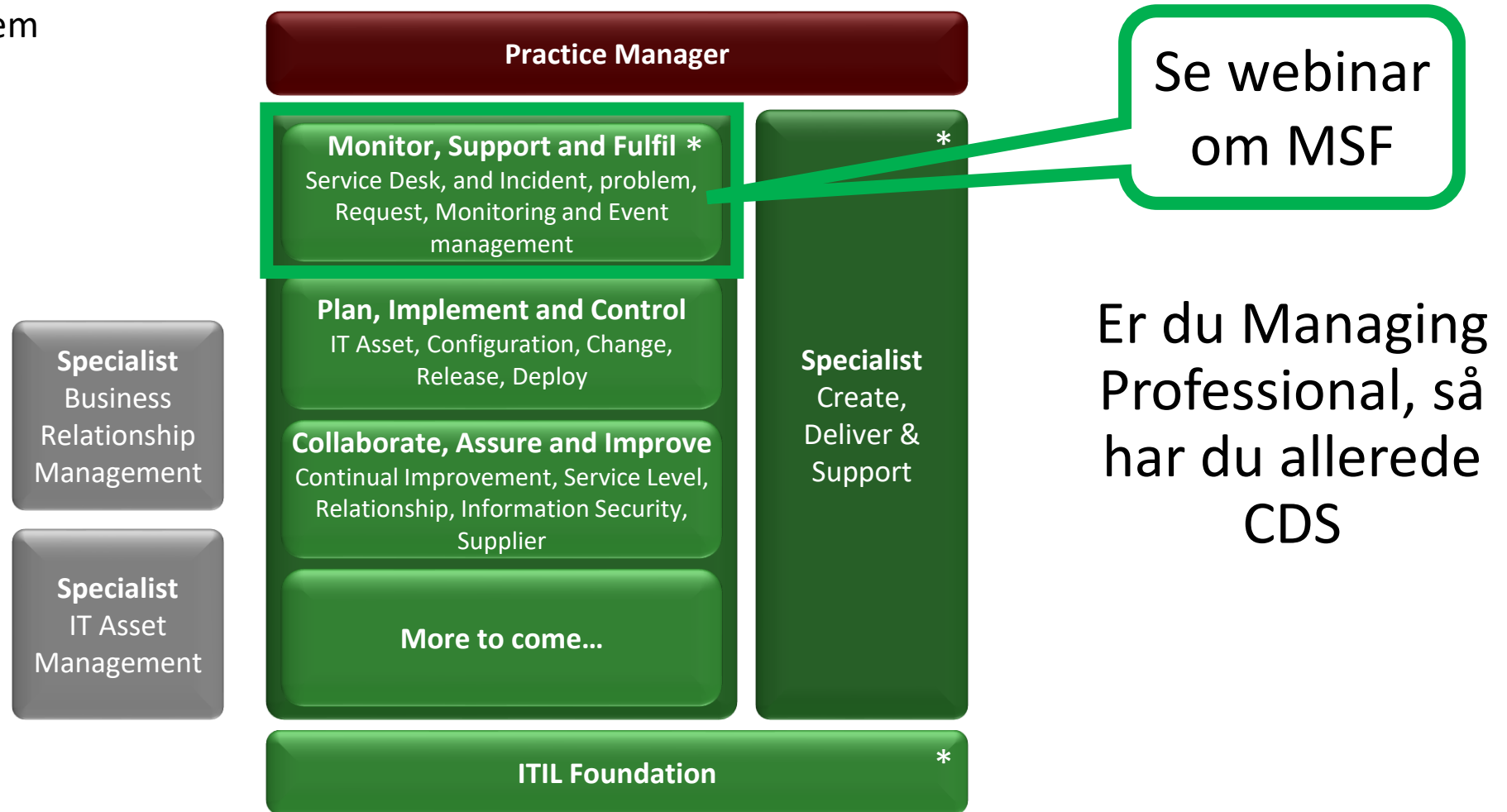
ITIL® Practice Manager

*) Tilbydes gennem
Peopleteam



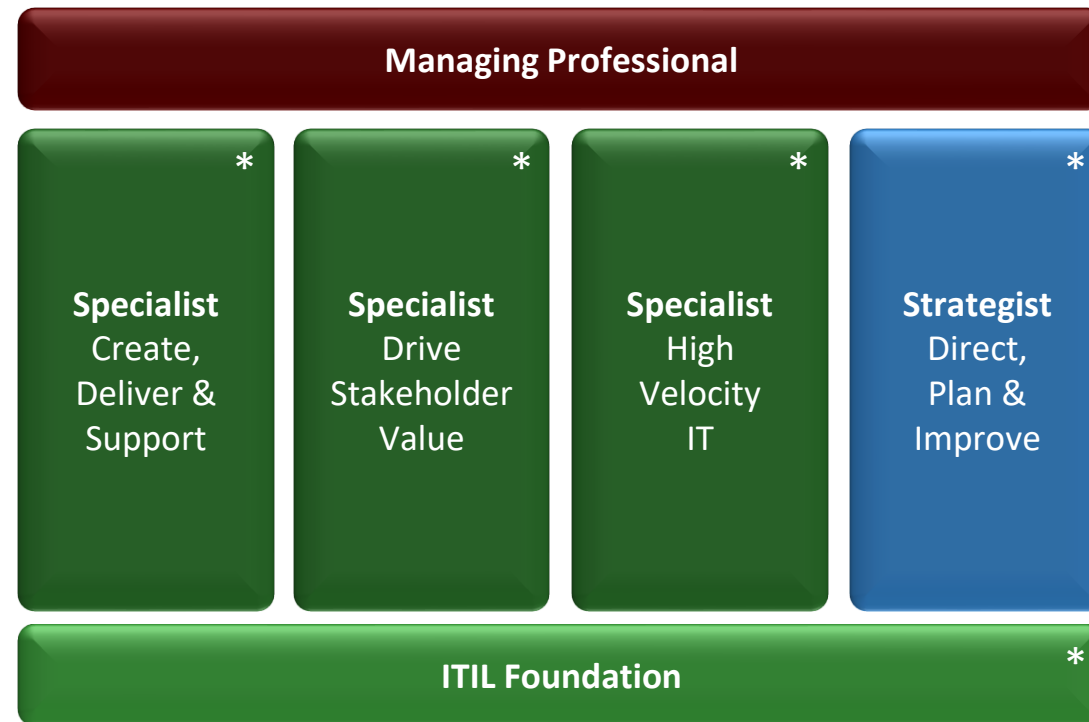
ITIL® Practice Manager

*) Tilbydes gennem
Peopleteam



ITIL® Managing Professional

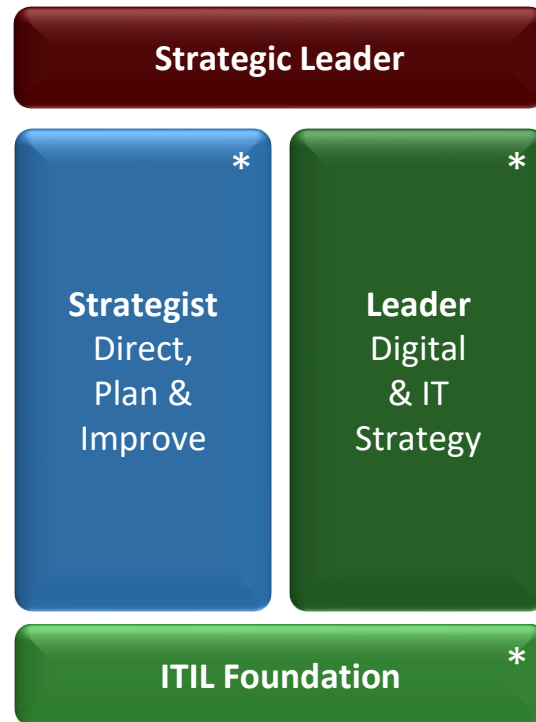
*) Tilbydes gennem
Peopleteam



ITIL v3 Experts
kunne
opgradere
gennem
Managing
Professional
module

ITIL® certification scheme – det store billede

*) Tilbydes gennem
Peopleteam



Har du allerede
DPI, skal du kun
gennem DITS for
at blive ITIL
Strategic Leader

ITIL® v3 Master vs ITIL 4 Master

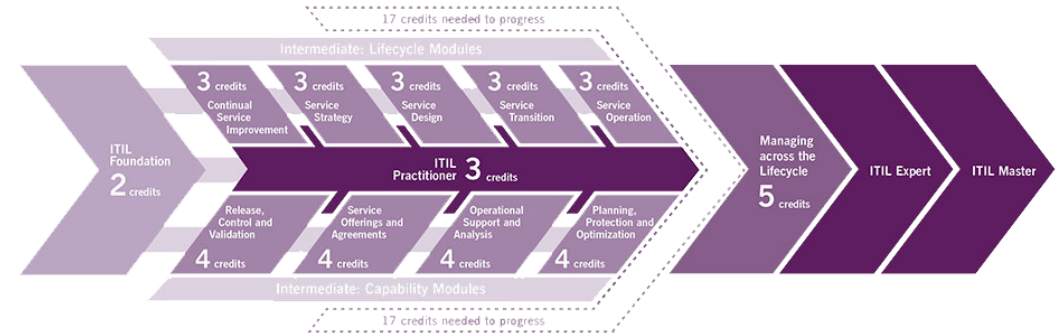


ITIL 4 Master

Bestå alle eksamenerne – og vupti, så er du Master.

Helt automatisk og automatiseret 😊

Alle forudsætninger er indbygget i kurserne.



ITIL® v3 Master

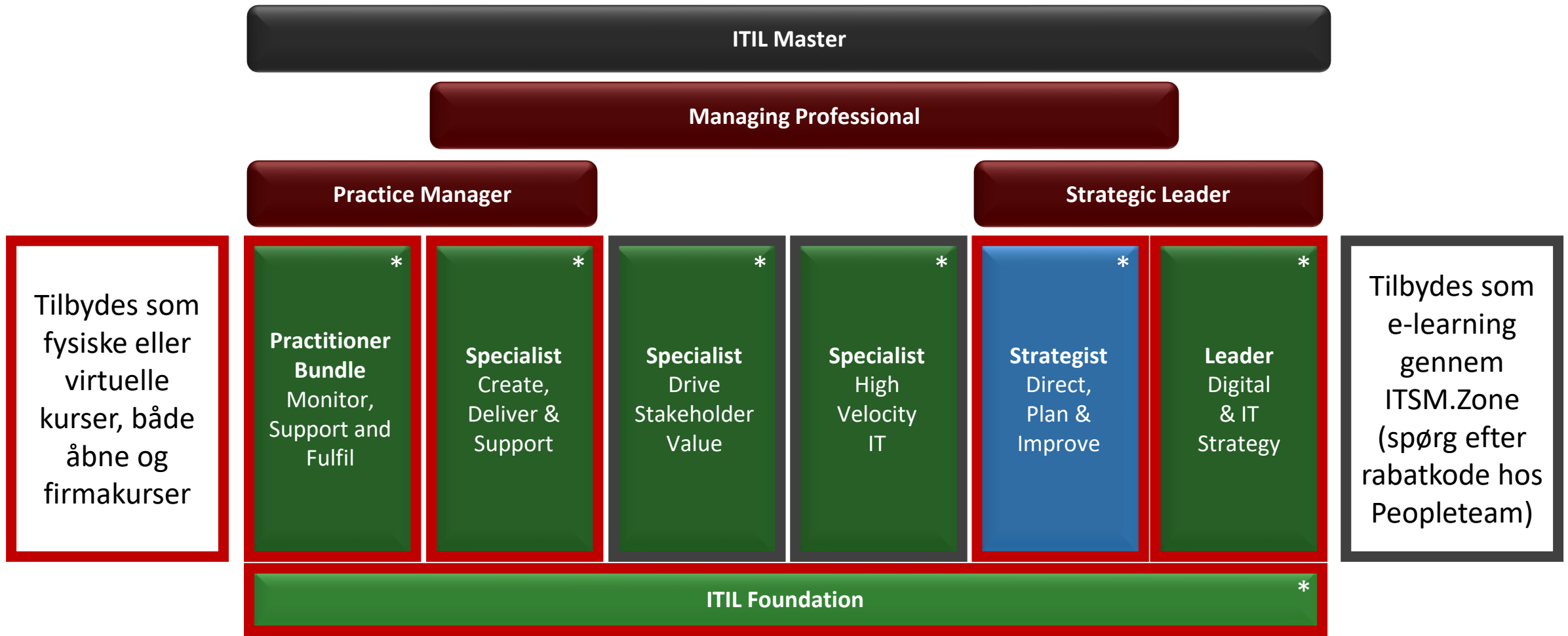
“Validates your **ability to apply ITIL in the workplace.**”

Explain and justify how you have personally selected and applied knowledge, principles, methods and techniques from the ITIL Framework and supporting management techniques, to achieve desired business outcomes in one or more practical assignments.

No fixed syllabus. No prescribed training course.

Extensive practical hands-on experience with ITIL.”

Hvordan afholdes kurserne?



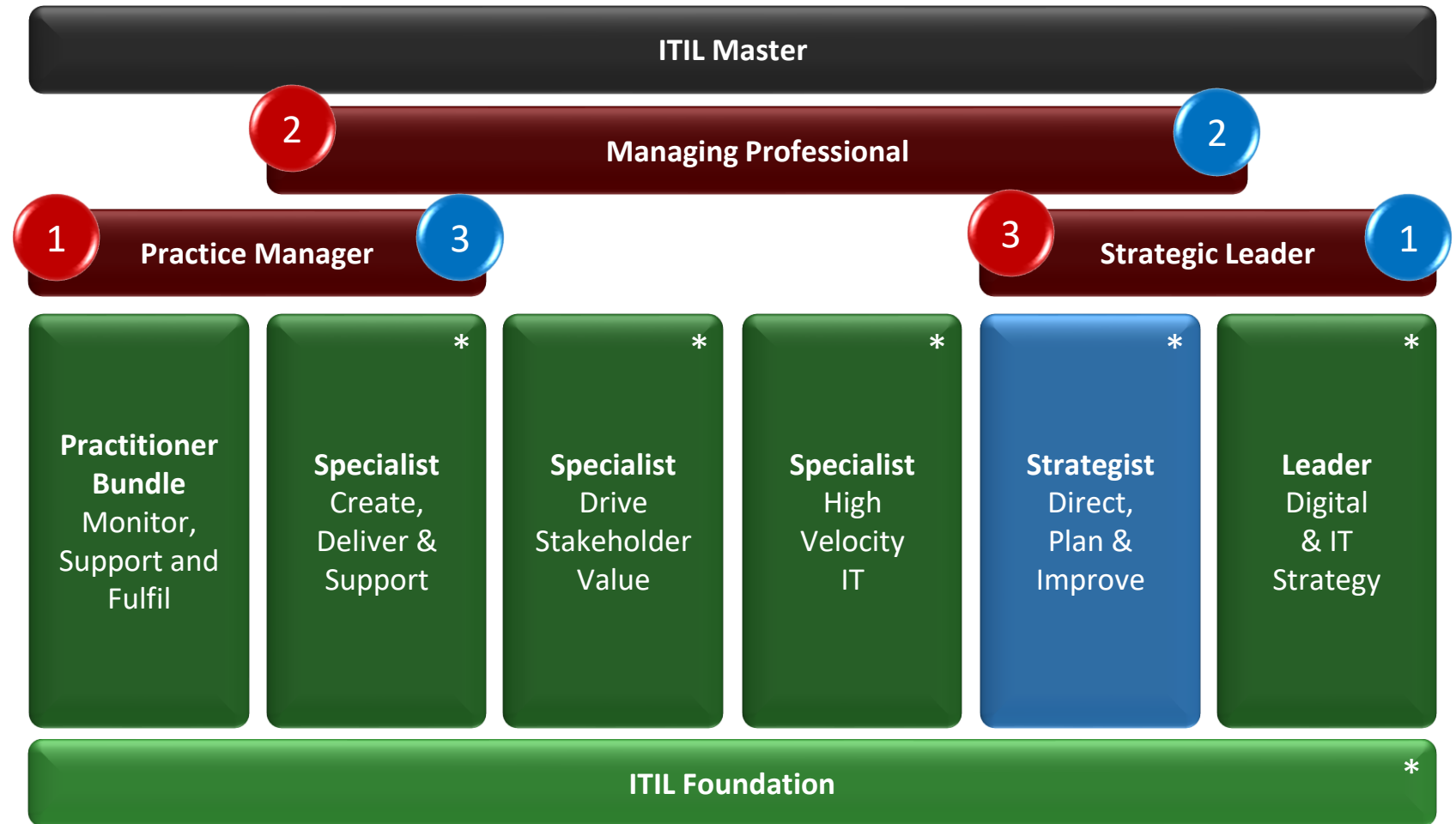
Anbefalet rækkefølge, hvis du vil være Master

Faktisk er rækkefølgen ikke så afgørende

Og dog:

Hvis din tilgang er overvejende proces-
implementering/-
facilitering

Hvis din tilgang er overvejende
ledelsesmæssig/
strategisk



ITIL®

ITIL Heaven har fået en helt
ny betydning 😊

Kontakt



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ITIL® 4, V3 og V2 accredited trainer

ITIL 4 Master, ITIL V3 Expert and ITIL V2 Manager with distinction

GamingWorks certified gameleader Apollo 13, MarsLander, CarGo, Grab@Pizza

Certified Kepner-Tregoe trainer, KCS, Customer Service Excellence etc.

Udvikler af Succesfuld Incident Management, Optimal Videndeling, Problemløsning i IT og en lang række andre kurser inden for IT Service Management og Support.

